

Position Description

Position Title:	Family Safety Practitioner
Service/Program:	Family Violence Program
Approved By:	General Manager Operations
Date Effective:	May 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV):

- offers a whole of family service response to the issue of family violence.
- offers an assertive engagement and linked approach to working with all family members starting at the point of men's assessment for MBCP, Men's Case Management and MBCP Post Participation.
- proactively prioritises the safety of partners, former partners, family members and the children of the men participating in an MBCP, Men's Case Management and MBCP Post Participation..
- offers a range of group work programs that provide responses for family members affected by family violence, with a focus on parenting and parent-child relationships.
- delivers an integrative and coordinated practice response when engaged with family members associated with RAV's men's behaviour change programs.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Line manager	Family Violence Program Manager
Manages	Nil
Key Internal Liaison	Senior FV Practitioner, FV Practitioners and MBC Group Facilitators, FV Services Manager and Centre Manager
Key external liaison	Family Violence services, ISEs and RAEs
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

RAV is funded both by both state and federal government departments to provide quality programs to support families who have been affected by family violence. Family violence counselling and support services in Victoria are part of the state government's integrated framework of response to family violence and comply with the No To Violence (NTV) and Safe and Equal practice guidelines. In the context of our federally funded Specialised Family Violence Services program, the Family Safety Practitioner is an integral component of RAV's Family Safety Model and is an important service access point for family members experiencing family and domestic violence. The position will focus on adults, however there may be limited engagement directly with children.

The position has two main components:

In collaboration with RAV centre-based staff, the position will advance the practice of working with families affected by family and domestic violence in a whole of family way by:

- Conducting telephone MARAM risk assessments and safety planning, regarding the safety and well-being of partners/former partners/family members & children of the men participating in the MBCP.
- Being an information and referral source for women and children's immediate and ongoing safety and psycho-social needs, making appropriate referrals as required.
- Undertaking ongoing reviews and updates to client's safety plans.
- Making warm referrals to a range of supports, therapeutic and group work programs.
- Ensuring that RAV is delivering a coordinated practice and acting as a key worker where there are multiple interventions occurring with one family.

In collaboration with RAV centre-based staff, the position will also provide a range of group work programs that provide responses for family members affected by family violence, with a focus on healing after family violence, parenting and parent-child relationships.

Key Result Areas (KRAs)

Area	Tasks
Telephone information, psycho-social assessment and warm referral	• Provide an efficient, welcoming first point of contact for actual and potential clients and referrers. • Effectively manage telephone client contact and respond to inbound enquiries in a timely and effective manner. • Undertake telephone safety and MARAM risk assessment and safety planning for family members ensuring warm referrals to appropriate RAV and other appropriate services. • Handle emergency and crisis situations professionally. • Assist women and their children in creating effective safety plans. • Use the MARAM framework to assess, manage and respond to risk.
Team collaboration	• Collaboration with the Men's program's staff to maximise safety and wellbeing for all family members. • Regularly meet with the family violence group facilitators to continuously determine risk and participate in information sharing discussions. • Regularly report client concerns to men's team and undertake follow up action required. • Be an active part of the centre's family violence team.
Group work	• Provide high quality, ethical, and professional centre based and community group work programs that respond to the issue of family violence with a focus on healing after family violence, parenting and parent-child relationships. • Conduct group work assessments, facilitation and evaluations. • Contribute to the ongoing development of family violence prevention programs.
Policies procedures and systems	• Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	• Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	• This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

Key Performance Indicators (KPIs)

- Provision of telephone safety and psychosocial assessments for partner/former partners/family members and children of men undertaking behaviour change work.
- Evidence of effective referrals made from telephone assessments to appropriate individual, and where needed family supports.
- Provision of group assessment and facilitation of group work programs
- Efficient and accurate processing/completion of case notes
- Maintenance of case notes
- Positive feedback on performance
- Prompt reporting to Family Violence Program Manager and / or Centre Manager of safety concerns, serious matters and critical incidents
- Compliance with RAV policies and Procedure
- Awareness of and compliance with funding requirements.

Key Selection Criteria (KSC)

Mandatory KSC:

- Appropriate tertiary qualification in psychology, social work, counselling or a related social science discipline.
- Completion of Comprehensive Multi Agency Risk Assessment and Risk Management (MARAM) Framework training.
- Previous demonstrated experience of a commitment to advocating and enhancing family safety and to living non-violently.
- Significant experience working with parents and children affected by family violence.
- Significant experience in undertaking whole of family MARAM assessments and safety plans.
- Previous group facilitation skills and experience with parents and children.
- Knowledge of the processes of Men's Behaviour Change group work.
- Ability to work effectively in a team environment.
- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Excellent communication and interpersonal skills.
- Good problem solving and decision-making skills.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Aboriginal and Torres Strait Islander people, people with disability or others from under-represented culturally and linguistically diverse backgrounds are encouraged to apply.
- Completion of Comprehensive MARAM training
- Knowledge and experience in working with a diversity of clients, including Aboriginal, Torres Strait Islander and CALD clients.
- Eligible for membership of an appropriate professional body.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff.

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQ+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.